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Part two: biennial programme plan

Programme 1
General Assembly and Economic and Social Council affairs and conference management

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Overall orientation

1.1 The overall objectives of the programme are: (a) to facilitate, through the provision of procedural and technical secretariat support and authoritative advice, the orderly and effective conduct of the deliberations and follow-up actions of the General Assembly, its General, First, Special Political and Decolonization (Fourth), Second and Third Committees and various subsidiary organs, the Economic and Social Council and most of its subsidiary bodies, as well as special United Nations conferences; and to assist in the revitalization efforts of the Assembly and other United Nations bodies, including through the substantive servicing of the Ad Hoc Working Group on the Revitalization of the Work of the General Assembly, and the Intergovernmental Negotiations on the question of equitable representation on and increase in the membership of the Security Council and other matters related to the Council; (b) to service the Committee on Conferences; (c) to ensure the provision of high-quality conference-servicing support to all intergovernmental and expert bodies meeting at Headquarters and at the United Nations Offices at Geneva, Vienna and Nairobi, and other conferences and meetings held under the auspices of the United Nations, taking into account the principle of equal treatment to be given to all established official languages in each organ of the Organization; and (d) to provide protocol, liaison and representational functions for the Secretary-General, host Governments and Member States.

1.2 The basic mandates for the programme are contained in the rules of procedure of the principal organs of the United Nations. Additional mandates are stipulated by resolutions of the General Assembly and the Economic and Social Council, in particular resolutions on the revitalization of the Assembly, on the strengthening of the Council, on the pattern of conferences and on multilingualism. Overall intergovernmental direction concerning the organization and servicing of meetings is given by the Assembly on the advice of the Committee on Conferences, in accordance with Assembly resolution 43/222 B. The Under-Secretary-General for General Assembly and Conference Management will continue to be responsible for all the activities of the Department and for guiding integrated global conference management involving Headquarters and the United Nations Offices at Geneva, Vienna and Nairobi, which includes the establishment of conference management policies, practices, standards and procedures, the allocation of resources under the relevant budget section and global workload and staffing management of the conference management operations in accordance with Assembly resolution 57/283 B.

1.3 The Department for General Assembly and Conference Management at Headquarters and the conference-servicing organizational entities at the United Nations Offices at Geneva, Vienna and Nairobi are responsible for the implementation of the programme and the achievement of its objectives. Guided by Assembly resolutions 57/300, 60/233, 68/251 and 70/9, as well as the provisions relevant to conference services of the Assembly's resolutions on the revitalization of the work of the General Assembly and on multilingualism, the strategic framework under the programme seeks to make further progress in integrated global management in order to provide high-quality documents in a timely manner in all official languages, as well as high-quality conference services to Member States at all duty stations, and to achieve further synergies and full-system benefits through the integrated global management of conference-servicing operations in the four

duty stations. The Department will continue to provide, in a proactive manner, the intergovernmental and expert bodies it services with technical, procedural and substantive secretariat, protocol and liaison, and conference-servicing support, so as to achieve the above-mentioned synergies and benefits.

1.4 The Department will continue to focus on advance planning for effective management of conference services, optimize workflow, align capacity with expected output and pay special attention to the end results and overall performance. Through integrated global management, its administrative and substantive policies, practices and procedures will be further standardized across all four conference-servicing duty stations. The global information technology tools, which were deployed at all duty stations, will continue to be maintained jointly to facilitate efficient and effective resource utilization and maximize the use of electronic tools and processes in conference-servicing operations. Training of staff and targeted outreach to educational institutions that train language professionals and other measures aimed at enhancement of the Department's capacity to support multilingualism will allow the Department to facilitate the transition of institutional memory and specialized expertise and the adoption of contemporary working methods that take advantage of available technologies. Continued collaboration with other international conference-servicing organizations through the International Annual Meeting on Language Arrangements, Documentation and Publications will ensure the benchmarking of its performance indicators and methods of work with best industry practices. Those efforts, subject to the provisions of the above-mentioned General Assembly resolutions, will further enhance the quality, productivity, timeliness and cost-effectiveness of the operations under the programme. Continued analysis of client feedback will be an important tool for measuring performance. The Department will continue to evaluate and implement risk management strategies so as to reduce the impact of operational crises. Centrally coordinated risk management, assessment and evaluation will facilitate informed managerial decision-making and monitoring.

1.5 Continued integration of the Department's activities in all four duty stations, with sensitivity to local specificities and the needs of local clients, including addressing the high workload in Geneva resulting primarily from the work programme of the Human Rights Council, will increase the timeliness and cost-effectiveness of the documentation services and provide better quality assurance of the translation services, including contractual services. Increased emphasis on in-house quality control of contractually translated documents and further harmonization of the quality assurance standards will be facilitated by a common computer-assisted translation and terminology platform (gText) that is also accessible to external contractors.

1.6 Efforts will continue to build a larger and more balanced pool of qualified language staff across languages and duty stations by encouraging promising candidates to apply for open positions through various means, including the language competitive examinations, the Department's Universities Outreach Programme and its internship and traineeship programmes, in compliance with United Nations standards for the recruitment of language staff. The programme will continue to emphasize the mainstreaming of gender perspectives into its subprogrammes.

A. Conference management, New York

Subprogramme 1
General Assembly and Economic and Social Council affairs[1]

Objective of the Organization: To improve the deliberation and decision-making processes of intergovernmental and relevant expert bodies and United Nations conferences by providing efficient and effective conference-servicing support[a]

Expected accomplishments of the Secretariat	*Indicators of achievement*
(a) Improved organizational aspects and correct procedural conduct of official meetings	(i) No complaints by representatives of Member States on organizational aspects or the procedural conduct of official meetings
	(ii) 100 per cent compliance with the submission deadline for reports of the intergovernmental bodies serviced by the Department for General Assembly and Conference Management, with equal treatment given to all official languages
(b) Timely and effective implementation of the programme of work by the intergovernmental bodies serviced by the Department and of the related mandates addressed for implementation by the Department	100 per cent compliance with the submission deadline for all parliamentary documentation, with equal treatment given to all official languages
(c) Timely and effective support for the implementation of the mandates addressed to the President of the General Assembly, the President of the Economic and Social Council and the presiding officers of the other bodies serviced by the Department, as well as to delegations and the wider United Nations system	100 per cent satisfaction by the chairs of the bodies serviced and by other stakeholders with the organizational, procedural and substantive support provided to them by the Department

[a] Including the General Assembly, the First, Special Political and Decolonization (Fourth), Second and Third Committees, the Peacebuilding Commission, the Economic and Social Council and the subsidiary bodies of the Assembly and the Council at Headquarters, as well as other intergovernmental bodies supported by the Department.

Strategy

1.7 The subprogramme is under the responsibility of the General Assembly and the Economic and Social Council Affairs Division. The strategy to achieve the objective of the subprogramme will include:

(a) Provision of the most efficient and effective substantive and conference management support to intergovernmental bodies serviced by the Department and to United Nations conferences, including their presidents/chairs and bureaux, to ensure

[1] The activities covered by subprogramme 1 comprise only those implemented at Headquarters.

the procedurally correct conduct of meetings and to support efforts in strengthening and revitalizing their work;

(b) Provision of substantive, analytical and historical information to clients, including information based on best practices and institutional memory, on the proceedings of the General Assembly, the Economic and Social Council and its subsidiary bodies and the Trusteeship Council, with a view to developing appropriate proposals for review by the bodies concerned;

(c) Assistance to representatives of Member States on all matters relating to the effective scheduling and conduct of meetings, including the provision of an advance programme of work and the timely issuance of documentation and communications in all official languages;

(d) Coordination and the assignment of responsibility to the Secretariat entities for the implementation of those resolutions and decisions adopted by the intergovernmental bodies.

Subprogramme 2
Planning and coordination of conference services

Objective of the Organization: To improve the deliberation and decision-making processes of intergovernmental and relevant expert bodies and United Nations conferences by providing efficient and effective conference-servicing support, including the optimum utilization of capacity for meetings and documentation services, in a globally coordinated manner

Expected accomplishments of the Secretariat	*Indicators of achievement*
(a) Effective and efficient conduct of meetings	(i) No complaints by representatives of Member States to intergovernmental organs or members of expert bodies about the quality of conference services provided
	(ii) 100 per cent application of the integrated global management rule, where feasible, to conferences and meetings held away from Headquarters of meeting bodies
	(iii) Reduced gap between the number of meetings held and the number of meetings planned
	(iv) 100 per cent of "as required" meetings provided with interpretation services
	(v) Increased percentage of documents issued in accordance with the six-week rule and other mandated time frames, with equal treatment given to all official languages

(b) Enhanced process of deliberations and decision-making by regional and other major groupings of Member States	(i) Increased percentage of meetings of regional and other major groupings of Member States provided with interpretation services (ii) 100 per cent of meetings of regional and other major groupings of Member States provided with adequate conference facilities

Strategy

1.8 Substantive responsibility for the subprogramme is assigned to the Central Planning and Coordination Division, which will focus on the following:

(a) In the context of integrated global management, coordinated from Headquarters:

(i) Harmonizing policies and procedures among the duty stations and strengthening the management of workload sharing;

(ii) Achieving efficient and effective global planning and coordination of the calendar of conferences and meetings of the United Nations;

(iii) Engaging in ongoing systematic analysis and evaluation of the cost-effectiveness of the global utilization of conference-servicing resources, including identifying strategic and operational risks and their impact on the delivery of services;

(iv) Utilizing the global capacity for integrated conference services efficiently without adversely affecting the quality of services provided;

(v) Contributing to the improvement of the cost-effectiveness of the global utilization of conference-servicing resources through regular preparation and assessment of global statistical reports;

(b) Comprehensively analysing and assessing the conference-servicing needs (meetings and documentation) of New York-based bodies and client organizations, with a view to optimizing the use of conference-servicing resources, including:

(i) Ensuring the timely issuance of high-quality documentation in all official languages to Member States through regular consultations and active dialogue with document submitters and committee secretariats;

(ii) Seeking the most efficient and effective utilization of resources, including a higher utilization ratio and a higher percentage of meetings of regional and other major groupings of Member States provided with interpretation services, and expanding the application of sustainable paper-smart services;

(c) Strengthening the accountability system within the Secretariat to ensure the timely submission and processing of documents and their timely issuance to Member States in all official languages, in accordance with the six-week rule and other mandated time frames;

(d) Strengthening capacity planning in coordination with subprogrammes 3 and 4, further refining methods for projecting and analysing the volume, composition and timing of future workload and establishing workload forecast for

all processing units to facilitate their capacity planning, in order to ensure the timely issuance of mandated documentation in all official languages;

(e) Planning and coordinating the calendar of conferences and meetings of the United Nations in New York;

(f) Achieving more efficient utilization of meetings services allocated to intergovernmental and expert bodies and special conferences in accordance with the resolutions, rules and established language arrangements;

(g) Upgrading and further developing technological tools for users in order to plan, process, monitor and manage documentation and meetings services more effectively and efficiently.

Subprogramme 3
Documentation services

Objective of the Organization: To improve the deliberation and decision-making processes of intergovernmental and relevant expert bodies and United Nations conferences by providing efficient and effective conference-servicing support while ensuring effective multilingual communication and the equal treatment of all official languages

Expected accomplishments of the Secretariat	*Indicators of achievement*
(a) Efficient and cost-effective conference servicing supporting multilingual deliberations and the equal treatment of all official languages	(i) No complaints by representatives of Member States to intergovernmental organs, members of expert bodies or client departments about the quality of documentation services provided (ii) 100 per cent simultaneous issuance in the six official languages of all documents produced by the Documentation Division and availability in both hard copy and electronic form

Strategy

1.9 The subprogramme is under the responsibility of the Documentation Division. The overriding mandate is to deliver high-quality documents in a timely and cost-effective manner without affecting the quality and scope of services, as mandated by the General Assembly in relevant resolutions. Key elements of the strategy are increasing cost-effectiveness; achieving a balanced processing capacity across languages and functions; leveraging information technology tools in the continuing pursuit of enhanced efficiency and synergy in all of the Division's business processes; promoting a culture of continuous learning; and undertaking a wide range of traditional and innovative training and outreach ventures and strategies. Actions will include:

(a) Full utilization of in-house capacity for editorial, translation, precis-writing and text-processing services;

(b) Full compliance with workload standards for editing, translation, precis-writing and text-processing;

(c) Resorting to contractual processing, where that mode of delivery yields a final product of the same quality as the in-house output;

(d) Continued quality management through enforcement of rigorous recruitment standards for all language staff and contractors, including translation companies; provision of adequate internal and external training for staff members, and appropriate and timely feedback to freelancers and contractors; and enhancement of quality control with regard to contractual translation, through evaluation and feedback to contractors and nurturing of a culture of commitment to the required standards of quality;

(e) No changes of a substantive nature made to texts of both draft and adopted resolutions agreed by Member States during the Secretariat's editing process;

(f) Continued projection, updating and analysis of the volume, composition and timing of future workload in order to allow timely and informed decision-making with respect to planning for capacity needed to supplement established in-house capacity;

(g) Shift to a fully electronic workflow and mainstreaming of global language tools across duty stations, including among external contractors;

(h) Maintenance of a comprehensive searchable archive of reference materials and of a global terminology production and management platform for the United Nations and partner international organizations, ensuring that the archive and the platform are accessible to both in-house and external language staff;

(i) Continuation of efforts to further develop the existing information technology software platform for all in-house and external language staff, including by maintaining and incrementally improving a global platform of translation support tools (gText);

(j) Expansion of the pool of language professionals on the freelance and global contractual rosters in all official languages and across all language functions;

(k) Mainstreaming of the use of Internet-based social media in outreach to language practitioners and potential recruits;

(l) Expansion of the use of remotely administered testing of potential language professionals, subject to the results of the Spanish LCE pilot scheduled for 2016.

Subprogramme 4
Meetings and publishing services

Objective of the Organization: To improve the deliberation and decision-making processes of intergovernmental and relevant expert bodies and United Nations conferences by providing efficient and effective conference-servicing support

Expected accomplishments of the Secretariat	*Indicators of achievement*
(a) High-quality interpretation, verbatim reporting, copy-editing, desktop publishing, printing, distribution and meetings services in all official languages, as mandated by the General Assembly in relevant resolutions	(i) No complaints by representatives of Member States to intergovernmental organs, members of expert bodies or client departments about the quality of interpretation, verbatim reporting, publishing and meetings services provided
	(ii) 100 per cent simultaneous availability of all documents produced in electronic form in the six official languages
	(iii) Increased availability of official documents in an accessible format

Strategy

1.10 The subprogramme is under the responsibility of the Meetings and Publishing Division. Emphasis will continue to be placed on achieving optimum performance from a full-system perspective through the further integration of information technology efficiency tools into the conference services workflow processes and on achieving a balanced servicing capacity across languages and functions in the areas of interpretation, verbatim reporting, desktop publishing, printing, distribution and meetings services. This will include:

(a) Ensuring timely delivery of high-quality interpretation, verbatim reporting, copy-editing, desktop publishing, printing, distribution and meetings services;

(b) Full compliance with workload standards for interpretation, verbatim reporting, copy-editing and desktop publishing;

(c) Full utilization of in-house capacity for interpretation and verbatim reporting services;

(d) Full utilization of internal printing capacity and expansion of other cost-effective modes of document publishing;

(e) Continued projection, updating and analysis of the volume, composition and timing of future workload in order to allow timely and informed decision-making with respect to planning for capacity needed to supplement established in-house capacity;

(f) Further integration of quality assurance measures in the delivery of meetings and publishing services through continued efforts to introduce sustainable practices; enforcement of rigorous recruitment standards for all language staff and

contractors; provision of adequate internal and external training for staff members and appropriate coaching and supervision for freelancers and contractors; and nurturing of a culture of commitment to the highest standards of quality;

(g) Continuation of efforts to improve and adapt the conference services information and communications technology backbone with the aim of better supporting the delivery of core outputs by staff and contractors working from both on-site and remote locations;

(h) Implementation of sustainable best practices for both meetings and publishing services at all duty stations, including implementation of relevant international standards for environmentally responsible management, and expansion of the use of electronic tools and processes in conference-servicing operations in a sustainable and paper-smart manner;

(i) Expansion of the pool of language professionals on the freelance rosters in all official languages and across all language functions;

(j) Mainstreaming of the use of Internet-based social media in outreach to language practitioners and potential recruits;

(k) Exploring the use of remotely administered testing of potential language professionals, where applicable.

B. Conference management, Geneva[2]

Subprogramme 2
Planning and coordination of conference services

Objective of the Organization: To improve the deliberation and decision-making processes of intergovernmental and relevant expert bodies and United Nations conferences by providing efficient and effective conference-servicing support, including the optimum utilization of capacity for meetings and documentation services, in a globally coordinated manner

Expected accomplishments of the Secretariat	*Indicators of achievement*
(a) Effective and efficient conduct of meetings	(i) No complaints by representatives of Member States to intergovernmental organs or members of expert bodies about the quality of conference services provided
	(ii) 100 per cent application of the integrated global management rule, where feasible, to conferences and meetings held away from headquarters of meeting bodies

[2] Subprogramme 1 is the responsibility solely of the Department for General Assembly and Conference Management at Headquarters.

	(iii) Reduced gap between the number of meetings held and the number of meetings planned
	(iv) 100 per cent of "as required" meetings provided with interpretation services
	(v) Increased percentage of documents issued in accordance with the six-week rule and other mandated time frames, with equal treatment given to all official languages
(b) Enhanced process of deliberations and decision-making by regional and other major groupings of Member States	(i) Increased percentage of meetings of regional and other major groupings of Member States provided with interpretation services
	(ii) 100 per cent of meetings of regional and other major groupings of Member States provided with adequate conference facilities

Strategy

1.11 Substantive responsibility for the subprogramme is assigned to the Central Planning and Coordination Service, which will focus on the following:

(a) In the context of integrated global management, coordinated from Headquarters:

(i) Harmonizing policies and procedures among the duty stations and strengthening the management of workload sharing;

(ii) Achieving efficient and effective global planning and coordination of the calendar of conferences and meetings of the United Nations;

(iii) Engaging in ongoing systematic analysis and evaluation of the cost-effectiveness of the global utilization of conference-servicing resources, including identifying strategic and operational risks and their impact on the delivery of services;

(iv) Contributing to the improvement of the cost-effectiveness of the global utilization of conference-servicing resources through regular preparation and assessment of global statistical reports;

(b) Comprehensively analysing and assessing the conference-servicing needs (meetings and documentation) of Geneva-based bodies, especially the Human Rights Council, its machinery and human rights treaty bodies, and client organizations, with a view to optimizing the use of conference-servicing resources, including:

(i) Ensuring the timely issuance of high-quality documentation in all official languages to Member States through regular consultations and active dialogue with document submitters and committee secretariats;

(ii) Seeking the most efficient and effective utilization of resources, including a higher utilization ratio and a higher percentage of meetings of regional and other major groupings of Member States provided with

interpretation services, and expanding the application of sustainable paper-smart services;

(c) Strengthening the accountability system within the Secretariat to ensure the timely submission and processing of documents and their timely issuance to Member States in all official languages, and in accordance with the six-week rule and other mandated time frames;

(d) Strengthening capacity planning in coordination with subprogrammes 3 and 4, further refining methods for projecting and analysing the volume, composition and timing of future workload, and establishing workload forecast for all processing units to facilitate their capacity planning, in order to ensure the timely issuance of mandated documentation in all official languages;

(e) Planning and coordinating the calendar of conferences and meetings of the United Nations Office at Geneva;

(f) Achieving more efficient utilization of meetings services allocated to intergovernmental and expert bodies and special conferences in accordance with the resolutions, rules and established language arrangements;

(g) Upgrading and further developing technological tools for users in order to plan, process, monitor and manage documentation and meetings services more effectively and efficiently;

(h) Without prejudice to the outcome of deliberations by the General Assembly, coordinating with the Division of Administration of the United Nations Office at Geneva on space, technology and accessibility requirements for conference servicing for inclusion in the strategic heritage plan of the Office.

Subprogramme 3
Documentation services

Objective of the Organization: To improve the deliberation and decision-making processes of intergovernmental and relevant expert bodies and United Nations conferences by providing efficient and effective conference-servicing support while ensuring effective multilingual communication and the equal treatment of all official languages

Expected accomplishments of the Secretariat	*Indicators of achievement*
(a) Efficient and cost-effective conference servicing supporting multilingual deliberations and the equal treatment of all official languages	(i) No complaints by representatives of Member States to intergovernmental organs, members of expert bodies or client departments about the quality of documentation services provided
	(ii) 100 per cent simultaneous issuance in the six official languages of all documents produced by the Documentation Division and availability in both hard copy and electronic form

Strategy

1.12 The subprogramme is under the responsibility of the Languages Service. The overriding mandate is to deliver high-quality documents in a timely and cost-effective manner without affecting the quality and scope of services, as mandated by the General Assembly in relevant resolutions. Key elements of the strategy are increasing cost-effectiveness; achieving a balanced processing capacity across languages and functions; leveraging information technology tools in the continuing pursuit of enhanced efficiency and synergy in all of the Documentation Division's business processes; promoting a culture of continuous learning; and undertaking a wide range of traditional and innovative training and outreach ventures and strategies. Actions will include:

(a) Full utilization of in-house capacity for editorial, translation, precis-writing and text-processing services;

(b) Full compliance with workload standards for editing, translation, precis-writing and text-processing;

(c) Resorting to contractual processing, where that mode of delivery yields a final product of the same quality as the in-house output;

(d) Continued quality management through enforcement of rigorous recruitment standards for all language staff and contractors, including translation companies; provision of adequate internal and external training for staff members, and appropriate and timely feedback to freelancers and contractors; and enhancement of quality control with regard to contractual translation, through evaluation and feedback to contractors and nurturing of a culture of commitment to the required standards of quality;

(e) No changes of a substantive nature made to texts of both draft and adopted resolutions agreed by Member States during the Secretariat's editing process;

(f) Continued projection, updating and analysis of the volume, composition and timing of future workload in order to allow timely and informed decision-making with respect to planning for capacity needed to supplement established in-house capacity;

(g) Shift to a fully electronic workflow and mainstreaming of global language tools across duty stations, including among external contractors;

(h) Maintenance of a comprehensive searchable archive of reference materials, and of a global terminology production and management platform for the United Nations and partner international organizations, ensuring that the archive and the platform are accessible to both in-house and external language staff;

(i) Continuation of efforts to further develop the existing information technology software platform for all in-house and external language staff, including by maintaining and incrementally improving a global platform of translation support tools (gText);

(j) Expansion of the pool of language professionals on the freelance and global contractual rosters in all official languages and across all language functions;

(k) Mainstreaming of the use of Internet-based social media in outreach to language practitioners and potential recruits.

Subprogramme 4
Meetings and publishing services

Objective of the Organization: To improve the deliberation and decision-making processes of intergovernmental and relevant expert bodies and United Nations conferences by providing efficient and effective conference-servicing support

Expected accomplishments of the Secretariat	*Indicators of achievement*
(a) High-quality interpretation, publishing, printing, distribution and meetings services in all official languages, as mandated by the General Assembly in relevant resolutions	(i) No complaints by representatives of Member States to intergovernmental organs, members of expert bodies or client departments about the quality of interpretation, publishing and meetings services provided
	(ii) 100 per cent simultaneous availability of all documents produced in electronic form in the six official languages
	(iii) Increased availability of official documents in an accessible format

Strategy

1.13 The subprogramme is under the responsibility of the Interpretation Service and the Production and Support Service. Emphasis will continue to be placed on achieving optimum performance from a full-system perspective through the further integration of information technology efficiency tools into the conference services workflow processes and achieving a balanced servicing capacity across languages and functions in the areas of interpretation, desktop publishing, printing, distribution and meetings services. This will include:

(a) Ensuring timely delivery of high-quality interpretation, copy-editing, desktop publishing, printing, distribution and meetings services;

(b) Full compliance with workload standards for interpretation, copy-editing and desktop publishing;

(c) Full utilization of in-house capacity for interpretation services;

(d) Full utilization of internal printing capacity and expansion of other cost-effective modes of document publishing;

(e) Continued projection, updating and analysis of the volume, composition and timing of future workload in order to allow timely and informed decision-making with respect to planning for capacity needed to supplement established in-house capacity;

(f) Further integration of quality assurance measures in the delivery of meetings and publishing services through continued efforts to introduce sustainable practices; enforcement of rigorous recruitment standards for all language staff and contractors; provision of adequate internal and external training for staff members and appropriate coaching and supervision for freelancers and contractors; and nurturing of a culture of commitment to the highest standards of quality;

(g) Continuation of efforts to improve and adapt the conference services information and communications technology backbone with the aim of better supporting the delivery of core outputs by staff and contractors working from both on-site and remote locations;

(h) Implementation of sustainable best practices for both meetings and publishing services at all duty stations, including implementation of relevant international standards for environmentally responsible management, and expansion of the use of electronic tools and processes in conference-servicing operations in a sustainable and paper-smart manner;

(i) Expansion of the pool of language professionals on the freelance rosters in all official languages and across all language functions;

(j) Mainstreaming of the use of Internet-based social media in outreach to language practitioners and potential recruits;

(k) Exploring the use of remotely administered testing of potential language professionals, where applicable.

C. Conference management, Vienna[2]

Subprogramme 2
Planning and coordination of conference services

Objective of the Organization: To improve the deliberation and decision-making processes of intergovernmental and relevant expert bodies and United Nations conferences by providing efficient and effective conference-servicing support, including the optimum utilization of capacity for meetings and documentation services, in a globally coordinated manner

Expected accomplishments of the Secretariat	*Indicators of achievement*
(a) Effective and efficient conduct of meetings	(i) No complaints by representatives of Member States to intergovernmental organs or members of expert bodies about the quality of conference services provided
	(ii) 100 per cent application of the integrated global management rule, where feasible, to conferences and meetings held away from headquarters of meeting bodies
	(iii) Reduced gap between the number of meetings held and the number of meetings planned
	(iv) 100 per cent of "as required" meetings provided with interpretation services

	(v) Increased percentage of documents issued in accordance with the six-week rule and other mandated time frames, with equal treatment given to all official languages
(b) Enhanced process of deliberations and decision-making by regional and other major groupings of Member States	(i) Increased percentage of meetings of regional and other major groupings of Member States provided with interpretation services
	(ii) 100 per cent of meetings of regional and other major groupings of Member States provided with adequate conference facilities

Strategy

1.14 Substantive responsibility for the subprogramme is assigned to the Planning, Coordination and Meetings Section, which will focus on the following:

(a) In the context of integrated global management, coordinated from Headquarters:

(i) Harmonizing policies and procedures among the duty stations and strengthening the management of workload sharing;

(ii) Achieving efficient and effective global planning and coordination of the calendar of conferences and meetings of the United Nations;

(iii) Engaging in ongoing systematic analysis and evaluation of the cost-effectiveness of the global utilization of conference-servicing resources, including identifying strategic and operational risks and their impact on the delivery of services;

(iv) Contributing to the improvement of the cost-effectiveness of the global utilization of conference-servicing resources through regular preparation and assessment of global statistical reports;

(b) Comprehensively analysing and assessing the conference-servicing needs (meetings and documentation) of Vienna-based bodies and client organizations, with a view to optimizing the use of conference-servicing resources, including;

(i) Ensuring the timely issuance of high-quality documentation in all official languages to Member States through regular consultations and active dialogue with document submitters and committee secretariats;

(ii) Seeking the most efficient and effective utilization of resources, including a higher utilization ratio and a higher percentage of meetings of regional and other major groupings of Member States provided with interpretation services, and expanding the application of sustainable paper-smart services;

(c) Strengthening the accountability system within the Secretariat to ensure the timely submission and processing of documents and their timely issuance to Member States in all official languages, and in accordance with the six-week rule and other mandated time frames;

(d) Strengthening capacity planning in coordination with subprogrammes 3 and 4, further refining methods for projecting and analysing the volume, composition and timing of future workload, and establishing workload forecast for all processing units to facilitate their capacity planning, in order to ensure the timely issuance of mandated documentation in all official languages;

(e) Planning and coordinating the calendar of conferences and meetings of the United Nations Office at Vienna;

(f) Achieving more efficient utilization of meetings services allocated to intergovernmental and expert bodies and special conferences in accordance with the resolutions, rules and established language arrangements;

(g) Upgrading and further developing technological tools for users in order to plan, process, monitor and manage documentation and meetings services more effectively and efficiently.

Subprogramme 3
Documentation services

Objective of the Organization: To improve the deliberation and decision-making processes of intergovernmental and relevant expert bodies and United Nations conferences by providing efficient and effective conference-servicing support while ensuring effective multilingual communication and the equal treatment of all official languages

Expected accomplishments of the Secretariat	*Indicators of achievement*
(a) Efficient and cost-effective conference servicing supporting multilingual deliberations and the equal treatment of all official languages	(i) No complaints by representatives of Member States to intergovernmental organs, members of expert bodies or client departments about the quality of documentation services provided
	(ii) 100 per cent simultaneous issuance in the six official languages of all documents produced by the Documentation Division and availability in both hard copy and electronic form

Strategy

1.15 The subprogramme is under the responsibility of the six Translation and Text-Processing Sections, the Editorial Control Unit and the linguistic support team under the Documents Management Unit. The overriding mandate is to deliver high-quality documents in a timely and cost-effective manner without affecting the quality and scope of services, as mandated by the General Assembly in relevant resolutions. Key elements of the strategy are increasing cost-effectiveness; achieving a balanced processing capacity across languages and functions; leveraging information technology tools in the continuing pursuit of enhanced efficiency and synergy in all of the Documentation Division's business processes; promoting a culture of continuous learning; and undertaking a wide range of

traditional and innovative training and outreach ventures and strategies. Actions will include:

(a) Full utilization of in-house capacity for editorial, translation, precis-writing and text-processing services;

(b) Full compliance with workload standards for editing, translation, precis-writing and text-processing;

(c) Resorting to contractual processing, where that mode of delivery yields a final product of the same quality as the in-house output;

(d) Continued quality management through enforcement of rigorous recruitment standards for all language staff and contractors, including translation companies; provision of adequate internal and external training for staff members, and appropriate and timely feedback to freelancers and contractors; and enhancement of quality control with regard to contractual translation, through evaluation and feedback to contractors and nurturing of a culture of commitment to the required standards of quality;

(e) No changes of a substantive nature made to texts of both draft and adopted resolutions agreed by Member States during the Secretariat's editing process;

(f) Continued projection, updating and analysis of the volume, composition and timing of future workload in order to allow timely and informed decision-making with respect to planning for capacity needed to supplement established in-house capacity;

(g) Shift to a fully electronic workflow and mainstreaming of global language tools across duty stations, including among external contractors;

(h) Maintenance of a comprehensive searchable archive of reference materials and of a global terminology production and management platform for the United Nations and partner international organizations, ensuring that the archive and the platform are accessible to both in-house and external language staff;

(i) Continuation of efforts to further develop the existing information technology software platform for all in-house and external language staff, including by maintaining and incrementally improving a global platform of translation support tools (gText);

(j) Expansion of the pool of language professionals on the freelance and global contractual rosters in all official languages and across all language functions;

(k) Mainstreaming of the use of Internet-based social media in outreach to language practitioners and potential recruits.

Subprogramme 4
Meetings and publishing services

Objective of the Organization: To improve the deliberation and decision-making processes of intergovernmental and relevant expert bodies and United Nations conferences by providing efficient and effective conference-servicing support

Expected accomplishments of the Secretariat	*Indicators of achievement*
(a) High-quality interpretation, publishing, printing, distribution and meetings services in all official languages, as mandated by the General Assembly in relevant resolutions	(i) No complaints by representatives of Member States to intergovernmental organs, members of expert bodies or client departments as to the quality of interpretation, publishing and meetings services
	(ii) 100 per cent simultaneous availability of all documents produced in electronic form in the six official languages
	(iii) Increased availability of official documents in an accessible format

Strategy

1.16 The subprogramme is under the responsibility of the Interpretation Section, the Electronic Publishing Unit and the Reproduction and Distribution Unit. Emphasis will continue to be placed on achieving optimum performance from a full-system perspective through the further integration of information technology efficiency tools into the conference services workflow processes and on achieving a balanced servicing capacity across languages and functions in the areas of interpretation, desktop publishing, printing, distribution and meetings services. This will include:

(a) Ensuring timely delivery of high-quality interpretation, copy-editing, desktop publishing, printing, distribution and meetings services;

(b) Full compliance with workload standards for interpretation, copy-editing and desktop publishing;

(c) Full utilization of in-house capacity for interpretation services;

(d) Full utilization of internal printing capacity and expansion of other cost-effective modes of document publishing;

(e) Continued projection, updating and analysis of the volume, composition and timing of future workload in order to allow timely and informed decision-making with respect to planning for capacity needed to supplement established in-house capacity;

(f) Further integration of quality assurance measures in the delivery of meetings and publishing services through continued efforts to introduce sustainable practices; enforcement of rigorous recruitment standards for all language staff and contractors; provision of adequate internal and external training for staff members and appropriate coaching and supervision for freelancers and contractors; and nurturing of a culture of commitment to the highest standards of quality;

(g) Continuation of efforts to improve and adapt the conference services information and communications technology backbone with the aim of better supporting the delivery of core outputs by staff and contractors working from both on-site and remote locations;

(h) Implementation of sustainable best practices for both meetings and publishing services at all duty stations, including implementation of relevant international standards for environmentally responsible management, and expansion of the use of electronic tools and processes in conference-servicing operations in a sustainable and paper-smart manner;

(i) Expansion of the pool of language professionals on the freelance rosters in all official languages and across all language functions;

(j) Mainstreaming of the use of Internet-based social media in outreach to language practitioners and potential recruits;

(k) Exploring the use of remotely administered testing of potential language professionals, where applicable.

D. Conference management, Nairobi[2]

Subprogramme 2
Planning and coordination of conference services

Objective of the Organization: To improve the deliberation and decision-making processes of intergovernmental and relevant expert bodies and United Nations conferences by providing efficient and effective conference-servicing support, including the optimum utilization of capacity for meetings and documentation services, in a globally coordinated manner

Expected accomplishments of the Secretariat	*Indicators of achievement*
(a) Effective and efficient conduct of meetings	(i) No complaints by representatives of Member States to intergovernmental organs or members of expert bodies as to the quality of conference services
	(ii) 100 per cent application of the integrated global management rule, where feasible, to conferences and meetings held away from Headquarters of meeting bodies
	(iii) Reduced gap between the number of meetings held and the number of meetings planned
	(iv) 100 per cent of "as required" meetings provided with interpretation services

	(v) Increased percentage of documents issued in accordance with the six-week rule and other mandated time frames, with equal treatment given to all official languages
(b) Enhanced process of deliberations and decision-making by regional and other major groupings of Member States	(i) Increased percentage of meetings of regional and other major groupings of Member States provided with interpretation services
	(ii) 100 per cent of meetings of regional and other major groupings of Member States provided with adequate conference facilities

Strategy

1.17 Substantive responsibility for the subprogramme is assigned to the Planning and Coordination Section, which will focus on the following:

(a) In the context of integrated global management, coordinated from Headquarters:

(i) Harmonizing policies and procedures among the duty stations and strengthening the management of workload sharing;

(ii) Achieving efficient and effective global planning and coordination of the calendar of conferences and meetings of the United Nations;

(iii) Engaging in ongoing systematic analysis and evaluation of the cost-effectiveness of the global utilization of conference-servicing resources, including identifying strategic and operational risks and their impact on the delivery of services;

(iv) Contributing to the improvement of the cost-effectiveness of the global utilization of conference-servicing resources through regular preparation and assessment of global statistical reports;

(b) Comprehensively analysing and assessing the conference-servicing needs (meetings and documentation) of Nairobi-based bodies and client organizations, with a view to optimizing the use of conference-servicing resources, including;

(i) Ensuring the timely issuance of high-quality documentation in all official languages to Member States through regular consultations and active dialogue with document submitters and committee secretariats;

(ii) Seeking the most efficient and effective utilization of resources, including a higher utilization ratio and a higher percentage of meetings of regional and other major groupings of Member States provided with interpretation services, and expanding the application of sustainable paper-smart services;

(c) Strengthening the accountability system within the Secretariat to ensure the timely submission and processing of documents and their timely issuance to Member States in all official languages, and in accordance with the six-week rule and other mandated time frames;

(d) Strengthening capacity planning in coordination with subprogrammes 3 and 4, further refining methods for projecting and analysing the volume, composition and timing of future workload, and establishing workload forecast for all processing units to facilitate their capacity planning, in order to ensure the timely issuance of mandated documentation in all official languages;

(e) Planning and coordinating the calendar of conferences and meetings of the United Nations Office at Nairobi;

(f) Achieving more efficient utilization of meetings services allocated to intergovernmental and expert bodies and special conferences in accordance with the resolutions, rules and established language arrangements;

(g) Upgrading and further developing technological tools for users in order to plan, process, monitor and manage documentation and meetings services more effectively and efficiently.

Subprogramme 3
Documentation services

Objective of the Organization: To improve the deliberation and decision-making processes of intergovernmental and relevant expert bodies and United Nations conferences by providing efficient and effective conference-servicing support while ensuring effective multilingual communication and the equal treatment of all official languages

Expected accomplishments of the Secretariat	*Indicators of achievement*
(a) Efficient and cost-effective conference servicing supporting multilingual deliberations and the equal treatment of all official languages	(i) No complaints by representatives of Member States to intergovernmental organs, members of expert bodies or client departments about the quality of documentation services provided
	(ii) 100 per cent simultaneous issuance in the six official languages of all documents produced by the Documentation Division and availability in both hard copy and electronic form

Strategy

1.18 The subprogramme is under the responsibility of the Translation and Editorial Section. The overriding mandate is to deliver high-quality documents in a timely and cost-effective manner without affecting the quality and scope of services, as mandated by the General Assembly in relevant resolutions. Key elements of the strategy are increasing cost-effectiveness; achieving a balanced processing capacity across languages and functions; leveraging information technology tools in the continuing pursuit of enhanced efficiency and synergy in all of the Documentation Division's business processes; promoting a culture of continuous learning; and undertaking a wide range of traditional and innovative training and outreach ventures and strategies. Actions will include:

(a) Full utilization of in-house capacity for editorial, translation, precis-writing and text-processing services;

(b) Full compliance with workload standards for editing, translation, precis-writing and text-processing;

(c) Resorting to contractual processing, where that mode of delivery yields a final product of the same quality as the in-house output;

(d) Continued quality management through enforcement of rigorous recruitment standards for all language staff and contractors, including translation companies; provision of adequate internal and external training for staff members, and appropriate and timely feedback to freelancers and contractors; and enhancement of quality control with regard to contractual translation, through evaluation and feedback to contractors and nurturing of a culture of commitment to the required standards of quality;

(e) No changes of a substantive nature made to texts of both draft and adopted resolutions agreed by Member States during the Secretariat's editing process;

(f) Continued projection, updating and analysis of the volume, composition and timing of future workload in order to allow timely and informed decision-making with regard to planning for the capacity needed to supplement established in-house capacity;

(g) Shift to a fully electronic workflow and mainstreaming of global language tools across duty stations, including among external contractors;

(h) Maintenance of a comprehensive searchable archive of reference materials and of a global terminology production and management platform for the United Nations and partner international organizations, ensuring that the archive and the platform are accessible to both in-house and external language staff;

(i) Continuation of efforts to further develop the existing information technology software platform for all in-house and external language staff, including by maintaining and incrementally improving a global platform of translation support tools (gText);

(j) Expansion of the pool of language professionals on the freelance and global contractual rosters in all official languages and across all language functions;

(k) Mainstreaming of the use of Internet-based social media in outreach to language practitioners and potential recruits.

Subprogramme 4
Meetings and publishing services

Objective of the Organization: To improve the deliberation and decision-making processes of intergovernmental and relevant expert bodies and United Nations conferences by providing efficient and effective conference-servicing support

Expected accomplishments of the Secretariat	*Indicators of achievement*
(a) High-quality interpretation, publishing, printing, distribution and meetings services in all official languages, as mandated by the General Assembly in relevant resolutions	(i) No complaints by representatives of Member States to intergovernmental organs, members of expert bodies or client departments as to the quality of interpretation, publishing and meetings services
	(ii) 100 per cent simultaneous availability of all documents produced in electronic form in the six official languages
	(iii) Increased availability of official documents in an accessible format

Strategy

1.19 The subprogramme is under the responsibility of the Interpretation and Publishing Section. Emphasis will continue to be placed on achieving optimum performance from a full-system perspective through the further integration of information technology efficiency tools into the conference services workflow processes and achieving a balanced servicing capacity across languages and functions in the areas of interpretation, desktop publishing, printing, distribution and meetings services. This will include:

(a) Ensuring timely delivery of high-quality interpretation, copy-editing, desktop publishing, printing, distribution and meetings services;

(b) Full compliance with workload standards for interpretation, copy-editing and desktop publishing;

(c) Full utilization of in-house capacity for interpretation services;

(d) Full utilization of internal printing capacity and expansion of other cost-effective modes of document publishing;

(e) Continued projection, updating and analysis of the volume, composition and timing of future workload in order to allow timely and informed decision-making with regard to planning for capacity needed to supplement established in-house capacity;

(f) Further integration of quality assurance measures in the delivery of meetings and publishing services through continued efforts to introduce sustainable practices; enforcement of rigorous recruitment standards for all language staff and contractors; provision of adequate internal and external training for staff members and appropriate coaching and supervision for freelancers and contractors; and nurturing of a culture of commitment to the highest standards of quality;

(g) Continuation of efforts to improve and adapt the conference services information and communications technology backbone with the aim of better supporting the delivery of core outputs by staff and contractors working from both on-site and remote locations;

(h) Implementation of sustainable best practices for both meetings and publishing services at all duty stations, including implementation of relevant international standards for environmentally responsible management, and expansion of the use of electronic tools and processes in conference-servicing operations in a sustainable and paper-smart manner;

(i) Expansion of the pool of language professionals on the freelance rosters in all official languages and across all language functions;

(j) Mainstreaming of the use of Internet-based social media in outreach to language practitioners and potential recruits;

(k) Exploring the use of remotely administered testing of potential language professionals, where applicable.

Legislative mandates

Relevant articles of the Charter of the United Nations

General Assembly resolutions

S-10/2	Final document of the tenth special session of the General Assembly
43/222 B	Status of the Committee on Conferences
52/12 A and B	Renewing the United Nations: a programme for reform
57/300	Strengthening of the United Nations: an agenda for further change
69/324	Multilingualism
69/321	Revitalization of the work of the General Assembly
70/9	Pattern of conferences
70/247	Questions relating to the proposed programme budget for the biennium 2016-2017

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Part two: biennial programme plan

Programme 2
Political affairs

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Overall orientation

2.1 The objective of programme 2 is the maintenance of international peace and security, to be achieved by assisting Member States, at their request, to resolve potentially violent disputes or conflict peacefully, in accordance with the principles of the Charter of the United Nations and under the direction of the General Assembly and the Security Council. The Security Council has primary responsibility for the maintenance of international peace and security, while the Department of Political Affairs has substantive responsibility for the programme. To help Member States prevent armed conflict, the Department of Political Affairs deploys the tools of preventive diplomacy, peacemaking and peacebuilding, including in partnership with a range of international, regional and other organizations.

2.2 The strategy of the Department embodies the recognition that inclusive political solutions provide the best foundation for a durable peace. The strategy is designed around 11 subprogrammes that prioritize prevention of armed conflicts; affirm the primacy of political solutions to existing and potential conflicts; promote the pacific settlement of disputes; foster partnerships for prevention and resolution of conflict and peacebuilding; promote women's participation and empowerment; and endeavour to ensure that the different tools at the disposal of the United Nations are fit for purpose.

2.3 The Department will continue to provide political advice and analysis to the Secretary-General and the United Nations system; strengthen its early warning capacity, and reinforce its support to special political missions, including special envoys and regional offices, as well as peacekeeping operations, especially in the areas of mediation and elections, and to resident coordinators working in complex political situations. The Department will also focus on providing electoral assistance to Member States, work closely with the Peacebuilding Commission and the Peacebuilding Support Office on post-conflict peacebuilding and provide mediation support to the United Nations system and, as requested, to Member States and regional and other organizations. The Department will maximize the use of its network of regional offices and special political missions as one of its tools for conflict prevention and mediation.

2.4 In order to reflect the experiences of the last few years and to better capture the increased emphasis placed by the General Assembly on mediation support, subprogramme 1 has been split into two complementary subprogrammes that share similar strategic objectives. The first subprogramme will focus on the prevention, management and resolution of conflicts and will be the responsibility of the regional divisions in the Department. The second subprogramme will focus on policy and mediation support and will be the responsibility of the Policy and Mediation Division. This will serve to further clarify the programmatic structure under programme 2 and to reflect the structures that are in place in the Department.

2.5 The Department will continue to provide substantive support to policymaking organs, such as the Security Council and its subsidiary bodies, the Special Committee on the Situation with regard to the Implementation of the Declaration on the Granting of Independence to Colonial Countries and Peoples and the Committee on the Exercise of the Inalienable Rights of the Palestinian People, and will continue to implement the Global Counter-Terrorism Strategy. The Department will continue to strive to reinforce the capacity of Member States and regional and other

organizations for preventive diplomacy, good offices and non-military measures to prevent potentially violent disputes from escalating into conflicts, as well as to resolve violent conflicts. It will do so while fully respecting the sovereignty, territorial integrity and political independence of Member States and the principle of non-intervention in matters that are essentially within the domestic jurisdiction of States. It will also respect the principle of consent, which is an essential element for the success of such efforts. In addition, the Department will endeavour to enhance its capacity with regard to the political aspects of peacebuilding, as approved by the relevant intergovernmental bodies.

2.6 The Peacebuilding Support Office will continue to support the work of the Peacebuilding Commission, manage the Peacebuilding Fund and foster collaboration among United Nations system entities to promote the coherence of peacebuilding efforts. The Office will support the work of the Commission by preparing analytical background documents and briefing notes to facilitate and guide its engagement and its interaction with the United Nations system and other stakeholders. The Office will also promote collaboration among United Nations system entities to ensure enhanced support for the work of the Peacebuilding Commission and to promote a coherent approach to peacebuilding through the capturing of lessons learned from the United Nations system engagement in countries emerging from conflict. The Peacebuilding Fund will contribute to consolidating peace by funding projects designed to respond to imminent threats to the peace process, build or strengthen national capacities to promote peaceful resolution of conflict, stimulate economic revitalization and re-establish essential administrative services. Women's participation and gender equality will remain a strong, cross-cutting focus of all of the work streams of the Peacebuilding Support Office.

2.7 The United Nations Register of Damage Caused by the Construction of the Wall in the Occupied Palestinian Territory was established by the General Assembly to serve as a record, in documentary form, of the damage caused to natural and legal persons by the construction of the Wall by Israel in the Occupied Palestinian Territory, including in and around East Jerusalem. The Register of Damage is a subsidiary organ of the General Assembly under the administrative authority of the Secretary-General.

Subprogramme 1
Prevention, management and resolution of conflicts

Objective of the Organization: To achieve international peace and security through prevention, management and resolution of conflicts by peaceful means

Expected accomplishments of the Secretariat	*Indicators of achievement*
(a) Enhanced conflict prevention, mediation and conflict management/resolution	(i) Number of good offices efforts to address conflict situations where the United Nations was requested to assist

	(ii) Timely deployments to support Member States and regional and subregional organizations in conflict prevention, mediation, conflict management/resolution and other forms of pacific settlement of disputes
	(iii) Number of engagements by special envoys and representatives of the Secretary-General, including heads of United Nations regional offices, and senior officials of the Department of Political Affairs in the prevention, management and resolution of conflicts by peaceful means
	(iv) Number of emerging crisis situations brought to the attention of the Security Council or, when appropriate, other intergovernmental bodies, on a timely basis
(b) Effective maintenance of peace processes	Increased percentage of all requests of Member States and regional organizations in support of the peace process having resulted in preventing, mitigating or resolving conflict situations

Strategy

2.8 Substantive responsibility for this subprogramme is vested in the six regional divisions: Africa I Division, Africa II Division, Asia and the Pacific Division, Americas Division, Europe Division and Middle East and West Asia Division. Conflict prevention, management and resolution, as well as post-conflict peacebuilding, are central objectives of the Organization under the Charter. The Department will promote a more effective and cohesive response to help achieve these goals by: (a) responding in a timely manner to conflict situations; (b) providing timely and accurate information, analysis and policy options; (c) formulating recommendations on measures that could be undertaken by the United Nations system; (d) making available and providing substantive support to the Secretary-General's good offices, where appropriate; (e) providing substantive, political and technical support to the Secretary-General in the discharge of his functions and in his relationships with Member States; (f) enhancing the capacity of regional and subregional organizations; (g) strengthening the Department's capacity, expertise and partnerships with other United Nations and non-United Nations actors in order to address more effectively peace and security challenges, especially in non-mission settings; and (h) developing coherent strategies for crisis prevention and post-conflict peacebuilding, linking diplomatic, security, humanitarian, human rights and developmental efforts by the United Nations system and other international and regional actors. To that end, the Department will provide political guidance and substantive support to the various operational mechanisms of the United Nations for the prevention, management and resolution of conflicts, as well as for peacebuilding. These include the special envoys and advisers of the Secretary-General, United Nations regional offices and centres, and other types of special political missions.

Subprogramme 2
Policy and mediation support

Objective of the Organization: Improved capacity of Member States and regional and subregional organizations for the peaceful resolution of conflicts

Expected accomplishments of the Secretariat	*Indicators of achievement*
(a) Engagement by United Nations entities, Member States and regional and subregional organizations in the areas of conflict prevention, management and resolution and of peacebuilding, drawing upon mediation tools, specialized technical expertise, appropriate policies, guidance and training	(i) Number of requests for support received from United Nations actors, Member States and regional organizations in peace processes
	(ii) Number of Member States and regional and subregional organizations that utilize technical expertise, advice, policy or guidance materials
	(iii) Increased public access to the Department's online mediation support tools as a source of specialized information on conflict prevention and management and peacemaking
	(iv) Number of peacebuilding engagements that receive political and technical assistance
(b) Increased inclusiveness and representation of women in peace processes	(i) Number of delegations in mediation processes that include women
	(ii) Number of requests for gender-related advice in mediation support activities
	(iii) Percentage of reports of the Secretary-General to the Security Council that include gender-relevant information and sex-disaggregated data

Strategy

2.9 Substantive responsibility for this subprogramme is vested in the Policy and Mediation Division, which will provide capacity for the development of policy and guidance and the capturing of lessons learned, with the aim of improving United Nations effectiveness in the prevention, management and resolution of conflicts and in consolidating peace. The Division will also provide mediation and other support to United Nations actors involved in peace processes, including field missions, and, as appropriate, Member States and regional and other organizations.

2.10 To fulfil these goals, the Policy and Mediation Division will take the lead in developing, maintaining, disseminating and periodically revising policy and guidance materials, best practices and knowledge management frameworks that support and guide the implementation of the Department's mandate. It will pursue a strategy of enhancing the Department's capacity with regard to its core activities of analysis, early warning, preventive action, peacemaking, and post-conflict peacebuilding, including overseeing training and other forms of capacity-building.

2.11 The Division will provide mediation support to meet the growing demand by United Nations entities, Member States and regional and other organizations for technical assistance related to good offices activities, including preventive diplomacy and the use of mediation and other peacemaking activities in managing and resolving disputes. It will gather best practices and advance knowledge management of mediation-related activities worldwide, and will provide training and capacity-building support on mediation to the United Nations and, as appropriate, Member States and regional and other organizations and actors.

2.12 In order to effectively implement the Department's gender, women, peace and security commitments, a new Gender Unit has been established in the Division. It will provide strategic policy advice on gender, women, peace and security issues, with particular emphasis on the effective inclusion and representation of women in the Department's work in conflict prevention, management and resolution and peacebuilding.

2.13 In partnership with the Department's regional divisions, the Policy and Mediation Division will assist in strengthening strategic partnerships and enhancing operational support to relevant regional and other organizations, as well as other partners, including within the United Nations system, towards more effective conflict prevention, management and resolution and peacebuilding.

Subprogramme 3
Electoral assistance

Objective of the Organization: To strengthen the existing capacity of the requesting Member States to organize and conduct periodic and genuine elections that enjoy the overall public confidence and that contribute to stability and security, especially in transitional and post-conflict situations

Expected accomplishments of the Secretariat	*Indicators of achievement*
(a) Enhanced capacity of Member States requesting electoral assistance to strengthen their democratic processes and develop, improve and refine their electoral institutions and processes	(i) Increased percentage of cases where electoral needs assessments and other electoral missions were undertaken in response to requests from Member States or field missions within four weeks of the approval of the mission deployment by the United Nations Focal Point for Electoral Assistance
	(ii) Increased number of experts and staff deployed to the field within the mandated time frame to conduct electoral missions, including in support of good offices efforts, or provide technical advice, in response to requests from Member States or field missions
	(iii) Increased percentage of cases where electoral assessment reports include gender-specific analysis and recommendations

(b) Strengthened system-wide coherence and consistency in the provision of United Nations electoral assistance	Increased number of United Nations system-wide electoral policies and other policy-related documents developed by the Electoral Assistance Division in coordination with other relevant United Nations entities
(c) Enhanced capacity of regional and subregional organizations in the area of elections	Increased number of electoral partnership activities with regional and subregional organizations

Strategy

2.14 Substantive responsibility for this subprogramme is vested in the Electoral Assistance Division. The Division will provide assistance in the organization and conduct of electoral processes to Member States upon their request or by mandate of the General Assembly or the Security Council. In coordination with the regional divisions, other departments, field missions and United Nations country teams, the Division will undertake electoral needs assessments and recommend strategic responses to the Focal Point for Electoral Assistance, taking into consideration national ownership, sustainability, cost-effectiveness and a gender perspective. It will develop policy on election-related issues and continue to enhance partnerships with other organizations. It will also manage the United Nations single roster of electoral experts to be used by the entire United Nations system, including the United Nations Development Programme and the United Nations Office for Project Services.

Subprogramme 4
Security Council affairs

Objective of the Organization: To enable the deliberations and effective decision-making by the Security Council and its subsidiary organs

Expected accomplishments of the Secretariat	*Indicators of achievement*
(a) Improved organizational and procedural aspects of meetings servicing as well as enhanced substantive and technical secretariat support to the Member States and other participants at the mandated meetings to enable decision-making	Degree of satisfaction expressed by members of the Security Council, as well as the wider United Nations membership, with the services provided by the Security Council Affairs Division
(b) Improved access to information relating to the work of the Security Council and its subsidiary organs	(i) Increase in the number of pages viewed of the online *Repertoire of the Practice of the Security Council*
	(ii) Increase in the number of visits to the Security Council home page
(c) Decisions of the Security Council and its subsidiary organs requiring substantive support are implemented in a timely manner by the subprogramme	(i) 100 per cent of experts recommended to the sanctions committee within two weeks of the renewal of the mandate of a sanctions regime and within six weeks of a new sanctions mandate

	(ii) Missions of the Security Council and its subsidiary organs are carried out within the time frame stipulated by the relevant organ

Strategy

2.15 Responsibility for this subprogramme is vested in the Security Council Affairs Division, which provides advice and substantive services to the Council, its subsidiary organs and the Military Staff Committee. Advice and substantive services include the timely issuance of parliamentary documentation and communications; the effective coordination of meetings; the provision of guidance to the Council, its subsidiary bodies and the wider United Nations membership in accordance with the Charter, the Council's provisional rules of procedure, Council decisions and past practice; substantive advice and support to expert monitoring groups and panels and to all relevant subsidiary organs of the Security Council; planning and organization of missions by members of the Council and Chairs of its subsidiary organs; research and analysis, including with respect to current and past practices of the Council, as well as advice regarding the design, implementation, effectiveness and impact of mandatory measures or targeted sanctions imposed by the Council; and familiarization sessions for new members of the Council on the procedures, practices and working methods of the Council and its subsidiary organs.

Subprogramme 5
Decolonization

Objective of the Organization: Decolonization in accordance with the Charter of the United Nations and relevant resolutions of the General Assembly for the 17 Non-Self-Governing Territories so as to bring about the complete eradication of colonialism

Expected accomplishments of the Secretariat	*Indicators of achievement*
Progress in the decolonization process of the 17 Non-Self-Governing Territories by the Special Committee and the General Assembly	(i) Timely submission of parliamentary documents, including yearly Secretariat working papers on the 17 Non-Self-Governing Territories and reports of the Secretary-General
	(ii) Improved communication between the Special Committee and the administering Powers

Strategy

2.16 Responsibility for this subprogramme is vested in the Decolonization Unit, which will provide support to the Special Committee on the Situation with regard to the Implementation of the Declaration on the Granting of Independence to Colonial Countries and Peoples, as well as to the General Assembly. The issues related to decolonization are guided by the Charter of the United Nations, as well as by the principles of the Declaration on the Granting of Independence to Colonial Countries and Peoples contained in General Assembly resolutions 1514 (XV) and 1541 (XV) and other relevant Assembly resolutions.

2.17 The Special Committee and the General Assembly will continue to examine the situation with regard to political, economic and social developments in all territories that have not yet exercised their right to self-determination or that have not been decolonized according to their specific conditions, and to seek suitable means to implement the Declaration in accordance with the Charter and relevant resolutions of the Assembly. The Committee will continue to improve cooperation with the administering Powers at all stages of the decolonization process. It will examine the views of the representatives of the Non-Self-Governing Territories; it will also organize its regional annual seminars in the Caribbean and the Pacific, as well as visiting missions to the Non-Self-Governing Territories, in accordance with the relevant General Assembly resolutions. Moreover, the Committee will continue to enlist worldwide support for decolonization and formulate proposals with respect to the issues on its agenda and report thereon to the Assembly.

2.18 In support of the above-mentioned legislative bodies, especially the Special Committee, advice and substantive assistance will be provided to the Committee, including in its deliberations with the administering Powers, maintaining contacts with the representatives of the Non-Self-Governing Territories and relations with the organizations and agencies of the United Nations system, in accordance with the relevant General Assembly resolutions. In addition, in cooperation with the Department of Public Information, information material will be prepared and disseminated with a view to mobilizing international support for the achievement of the complete eradication of colonialism.

Subprogramme 6
Question of Palestine

Objective of the Organization: To enable the Palestinian people to exercise their inalienable rights through a comprehensive, just and lasting settlement of the question of Palestine

Expected accomplishments of the Secretariat	*Indicators of achievement*
Heightened international awareness of the question of Palestine, as well as international support for the rights of the Palestinian people and the peaceful settlement of the question of Palestine through the work of the Committee on the Exercise of the Inalienable Rights of the Palestinian People	(i) Sustained level of dialogue, engagement and support on the part of the international community for the programme's objectives (ii) Continued involvement of civil society organizations in support of the efforts of the Committee and the United Nations towards a comprehensive, just and lasting settlement of the question of Palestine (iii) Increase in international awareness of the United Nations policies and activities on the question of Palestine

Strategy

2.19 Substantive responsibility for this subprogramme is vested in the Division for Palestinian Rights. The Division provides substantive and secretariat support to the Committee on the Exercise of the Inalienable Rights of the Palestinian People,

established by the General Assembly, in its deliberations and the implementation of its annual programmes of work, which focus on promoting a negotiated comprehensive, just and lasting settlement of the question of Palestine in all its aspects in accordance with international legitimacy, including the full and effective implementation of the Israeli-Palestinian agreements. Assistance will also be provided to the Committee in mobilizing international support and assistance for the Palestinian people, including capacity-building, such as an annual training programme for staff of the Government of the State of Palestine. Under the auspices of the Committee, thematic international meetings and conferences will be convened to increase awareness of the various aspects of the question of Palestine and to promote dialogue among the parties concerned, including Governments, intergovernmental organizations, entities of the United Nations system and civil society organizations, and concerted action in support of the inalienable rights of the Palestinian people. In addition, and for the same purposes, under the guidance of the Committee, informational materials and resources on the question of Palestine will be developed and updated, including publications, the United Nations website and the United Nations Information System on the Question of Palestine.

Subprogramme 7
Counter-Terrorism Implementation Task Force

Objective of the Organization: Effective response to the threat of international terrorism

Expected accomplishments of the Secretariat	*Indicators of achievement*
(a) Strengthened capacity of Member States to respond effectively to the threat of international terrorism by implementing the United Nations Global Counter-Terrorism Strategy	Increase in the number of countries receiving coordinated United Nations assistance for the integrated implementation of the United Nations Global Counter-Terrorism Strategy, including the prevention of violent extremism
(b) Strengthened collaboration among Member States, entities of the United Nations system, other international and regional organizations, and civil society partners to implement the United Nations Global Counter-Terrorism Strategy	Stronger engagement with Member States, United Nations entities and civil society in the implementation of the United Nations Global Counter-Terrorism Strategy

Strategy

2.20 Substantive responsibility for this subprogramme is vested in the Office of the Counter-Terrorism Implementation Task Force, which, under the leadership of the Chairman of the Counter-Terrorism Implementation Task Force and the Under-Secretary-General for Political Affairs, performs core secretariat functions to support the Task Force in ensuring overall coordination and coherence in the counter-terrorism efforts of the United Nations system. The United Nations Counter-Terrorism Centre, which was established within the Office, provides capacity-building assistance to Member States. The Office will continue to support the efforts of Member States to implement all four pillars of the United Nations Global Counter-Terrorism Strategy — addressing conditions conducive to the spread of terrorism; preventing and combating terrorism; building the capacity of

States to prevent and combat terrorism and strengthening the role of the United Nations system in this regard; and ensuring respect for human rights and the rule of law as the fundamental basis of the fight against terrorism — by coordinating the efforts of United Nations system entities that offer their experience and advice to Member States. The Office will enhance partnerships with Member States, relevant regional and subregional organizations and civil society to strengthen implementation of the Strategy and enhance access to assistance, information and good practices to that end. The Office will also address issues related to the overall United Nations response to global terrorism challenges.

Subprogramme 8
Office of the United Nations Special Coordinator for the Middle East Peace Process

Objective of the Organization: To advance the Middle East peace process towards a comprehensive, just and lasting peace and improve the socioeconomic conditions of the Palestinian people

Expected accomplishments of the Secretariat	*Indicators of achievement*
(a) Participants will re-engage in taking steps towards a lasting peace	(i) Increased frequency of negotiations between the parties involved in the conflict, with the support of the United Nations
	(ii) Tangible steps taken by the parties involved in the conflict, with the support of the United Nations, to improve the situation on the ground
(b) Mobilization of resources for improving the humanitarian conditions and development needs of the Palestinian people	Increase in voluntary contributions by the international community to improve the socioeconomic conditions of the Palestinian people and in support of Palestinian state-building efforts
(c) Coordinated response to the humanitarian and development needs of the Palestinian people and institutions	Increase in the number of coordinated activities carried out by the United Nations system in accordance with the integrated strategic framework, the United Nations Development Assistance Framework and the consolidated appeals process

Strategy

2.21 The Office of the United Nations Special Coordinator for the Middle East Peace Process will continue to provide good offices and other forms of diplomatic engagement in the State of Palestine, Israel and the region to promote conflict resolution and prevention, taking into account diplomatic, cultural and gender perspectives. The Office will act as a focal point for the United Nations in its efforts to encourage and engage the parties and the international community through increased planning and/or negotiations and/or consultations with a view to making progress towards a two-State solution. The Office will expand its range of

interlocutors, including in the region, to include stakeholders able to provide further insight into potential resolutions of the legitimate concerns of the parties. The Special Coordinator will also continue his role as envoy of Secretary-General to the Middle East Quartet, contributing to a more active role for the Quartet, namely, in reaching out to Member States in the Arab world and in providing recommendations on the way forward for the peace process.

2.22 The Office will enhance the roles of the Resident and Humanitarian Coordinator and continue to support integration of the work of the United Nations agencies in Palestine. It will further guide the international community and United Nations agencies in the coordination, mobilization, management and allocation of development and humanitarian assistance to the Palestinian people. This response should increasingly focus on the development and reform of Palestinian institutions to ensure that they can provide direct, equitable and sustainable assistance to the Palestinian people. Such a focus requires increased coordination within the international community and tools for greater alignment with Palestinian priorities and systems.

Subprogramme 9
Peacebuilding Support Office

Objective of the Organization: To build the foundations for sustainable peace and reduce the risk of lapse or relapse into conflict

Expected accomplishments of the Secretariat	*Indicators of achievement*
(a) Effective and efficient functioning of the Peacebuilding Commission in support of countries at risk of lapsing or relapsing into conflict	(i) Number of countries that benefit from the services of the Peacebuilding Commission
	(ii) Number of policy reforms and processes at the country level that result from the engagement with and support of the Peacebuilding Commission
	(iii) Number of policy discussion meetings held with the participation of key peacebuilding partners, such as regional organizations, international financial institutions, United Nations system partners and civil society, with substantive input and a direct link to the operations on the ground
	(iv) Percentage of recommendations implemented from the 2015 review of the United Nations peacebuilding architecture pertaining to the Office's support of the Peacebuilding Commission
(b) Effective mobilization of resources for the Peacebuilding Fund and their efficient allocation to prevent the lapse or relapse into conflict	(i) Percentage of active Peacebuilding Fund projects that are on track to deliver their outputs towards the peacebuilding results

	(ii) Annual fund-raising target of $100 million pledges to the Peacebuilding Fund is reached
	(iii) All funds raised in the previous year are allocated within the subsequent year
	(iv) Percentage of allocation of the Peacebuilding Fund to countries discussed within the Peacebuilding Commission's framework is maintained
	(v) At least 15 per cent of Peacebuilding Fund allocations are dedicated to projects whose principal objective is to address the specific needs of women, advance gender equality or empower women
(c) Enhanced effectiveness of the United Nations support to national peacebuilding efforts, including support to women's participation and gender equality	Number of additional policies and guidance notes on peacebuilding approved by the Senior Peacebuilding Group, the Policy Committee or the United Nations Development Group

Strategy

2.23 The United Nations peacebuilding architecture, consisting of the Peacebuilding Commission, the Peacebuilding Fund and the Peacebuilding Support Office, was established by concurrent resolutions of the General Assembly (resolution 60/180) and the Security Council (resolutions 1645 (2005) and 1646 (2005)). The Peacebuilding Support Office supports the work of the Peacebuilding Commission in all its substantive aspects, oversees the operations of the Peacebuilding Fund and provides a platform to strengthen collaboration among United Nations system entities and facilitate United Nations coherence in sustaining peace.

2.24 The key task of the Peacebuilding Commission, as an intergovernmental body based in New York, is to bring to bear the collective weight of Member States, including political stakeholders, donors, troop contributors, the United Nations system, international financial institutions and other stakeholders, and, importantly, the subject countries themselves, in efforts to promote an integrated and strategic approach to sustain peace and marshal political support and resources to enhance the coherence of international engagement in support of countries at risk of lapsing or relapsing into conflict.

2.25 The Office will continue to support the work of the Peacebuilding Commission with analytical background documents and briefing notes that facilitate its engagement, by drafting notes or reports on the Commission's meetings and by facilitating the interaction between the Commission and the United Nations system and other stakeholders.

2.26 The Office will support the Commission in implementing the new mandate established by the resolutions emanating from the 2015 review of the United Nations peacebuilding architecture. In particular, the Office will support the Commission in diversifying its working methods in order to consider a broader range of countries and cross-cutting issues.

2.27 The Office will continue to promote collaboration among relevant entities of the United Nations system to maximize the United Nations support for the work of the Peacebuilding Commission and to promote a coherent and more effective approach to peacebuilding by capturing lessons learned and good practices from the United Nations system engagement in vulnerable and conflict-affected countries. The Office's function of supporting the Commission will therefore extend to ensuring a more coherent approach of the United Nations in countries that receive advice from the Commission.

2.28 As part of its effort to promote a coherent approach of the United Nations to peacebuilding and to strengthen synergy with other entities of the United Nations system, the Office convenes the Senior Peacebuilding Group, which brings together representatives of relevant departments, funds and programmes at the level of Assistant Secretary-General and the Peacebuilding Contact Group at the working level to discuss substantive peacebuilding issues, including reviewing proposals from the field for the Peacebuilding Fund. The Office also co-chairs the United Nations Working Group on Transitions and participates in various interdepartmental committees, as well as the committees convened by the Secretary-General, such as the Policy Committee, to ensure the involvement of the operational arms of the United Nations.

2.29 The Peacebuilding Fund contributes to sustaining peace by funding projects and programmes designed to respond to threats to peace, build or strengthen national capacities to promote peaceful resolution of conflict, stimulate economic revitalization and re-establish essential administrative services. The Office will provide support for conflict analyses and closely follow the design, implementation and evaluation of strategic peacebuilding initiatives. The Office will ensure that the relevant entities of the United Nations system participate in the review of proposals and ongoing monitoring of Fund-supported initiatives to improve system-wide coherence and promote capacity for peacebuilding.

Subprogramme 10
United Nations Register of Damage Caused by the Construction of the Wall in the Occupied Palestinian Territory

Objective of the Organization: To establish and maintain a Register of Damage Caused by the Construction of the Wall in the Occupied Palestinian Territory in accordance with General Assembly resolution ES-10/17

Expected accomplishments of the Secretariat	*Indicators of achievement*
(a) Progressive registration of damage claim forms	(i) Additional number of damage claim forms collected
	(ii) Additional number of damage claim forms processed by the Office of the United Nations Register of Damage
	(iii) Additional number of damage claim forms reviewed and registered by the Board of the Register out of those processed by the Office of the Register

(b) Increased public awareness of the affected Palestinian natural and legal persons about the possibility of and the requirements for filing claim forms	Additional number of affected natural and legal persons informed about the possibility of and the requirements for filing a damage claim form

Strategy

2.30 The Office of the United Nations Register of Damage will remain active for the duration of the registration process. The establishment of the Register is a continuous process, which will take several years, given the continued construction of the Wall, which may result in new damage claims. The Register of Damage will include paper and electronic versions of the claims, which will be safeguarded at the Office of the Register of Damage. By the end of the biennium 2016-2017, it is expected that the majority of the claims will have been collected and that the Office will focus its resources on the processing of claims collected in the current and previous bienniums. In addition, the Office will continue to inform the Palestinian public, as well as institutions, including relevant municipalities, and the Palestinian Authority, about the possibility of and the requirements for filing claim forms. It will continue to provide technical assistance for filing claims, through a team of locally recruited claim takers trained by the Office of the Register, for the duration of the construction and the existence of the Wall, in accordance with General Assembly resolution ES-10/17. The Office will be responsible for maintaining the archive of the Register.

Subprogramme 11
United Nations Office to the African Union

Objective of the Organization: To enhance the United Nations strategic partnership with the African Union to jointly address challenges in the areas of peace and security in Africa

Expected accomplishments of the Secretariat	*Indicators of achievement*
(a) Improved reporting to the Security Council, the General Assembly and other intergovernmental bodies to enable informed decisions on the strategic partnership between the United Nations and the African Union in all stages of the conflict cycle	(i) Sustained interactions between consultative mechanisms of the United Nations and the African Union in peace and security, including the United Nations-African Union Joint Task Force on Peace and Security and the "desk-to-desk meetings"
	(ii) Successful implementation of agreed targets under the Joint United Nations-African Union Framework for an Enhanced Partnership in Peace and Security
	(iii) The civilian, military and police components of the African Standby Force and its five regional brigades are fully operational in support of African-led peace support operations
(b) Enhanced conflict mitigation in southern and eastern Africa, in coordination with the African Union and subregional organizations	Missions in response to requests for good offices support from the initiatives in all regions in southern and eastern Africa regions are carried out in a timely manner

Strategy

2.31 The main objective of the United Nations Office to the African Union is to further develop and implement the strategic partnership between the United Nations and the African Union in the area of peace and security. The partnership is based on continuous engagement between the United Nations, the African Union and the regional commissions/regional mechanisms at all stages of the conflict cycle. The Joint United Nations-African Union Framework for an Enhanced Partnership in Peace and Security translates this cooperation into the following four areas: conflict prevention and mediation, responding to conflict, addressing root causes and continuous review and enhancement of the partnership with the African Union. The Office will work with the African Union Commission on the implementation of the Joint Framework in line with Security Council resolutions 2167 (2014) and 2033 (2012) and General Assembly resolution 67/302.

2.32 The Office works closely with United Nations Headquarters, peacekeeping operations and special political missions in Africa and, in so doing, enhances United Nations peace and security relations with the African Union. Furthermore, it provides support to United Nations good offices initiatives in eastern Africa, in coordination with the African Union and the respective subregional organizations.

2.33 In addition, the Office seeks to consolidate the partnership with the African Union in the planning and management of peace operations and the development of institutional capacities to prevent, manage and resolve conflict. In this regard, the Office coordinates its work with other United Nations actors, including by chairing the peace and security cluster of United Nations offices, funds and programmes working with the African Union. The Office also participates in donor and partner coordination mechanisms in Addis Ababa.

Legislative mandates

Subprogramme 1
Prevention, management and resolution of conflicts

Charter of the United Nations, in particular Article 99

General Assembly resolutions

47/120 A	An Agenda for Peace: preventive diplomacy and related matters
47/120 B	An Agenda for Peace
52/12 A and B	Renewing the United Nations: a programme for reform
57/5	Elimination of unilateral extraterritorial coercive economic measures as a means of political and economic compulsion
57/26	Prevention and peaceful settlement of disputes
57/157	Cooperation between the United Nations and the Organization of American States
57/296	Causes of conflict and the promotion of durable peace and sustainable development in Africa

57/298	Cooperation between the United Nations and the Organization for Security and Cooperation in Europe
59/310	Cooperation between the United Nations and the Economic Community of Central African States
60/4	Global Agenda for Dialogue among Civilizations
60/260	Investing in the United Nations: for a stronger Organization worldwide
60/283	Investing in the United Nations: for a stronger Organization worldwide: detailed report
61/51	Cooperation between the United Nations and the Southern African Development Community
61/230	Implementation of the recommendations contained in the report of the Secretary-General on the causes of conflict and promotion of durable peace and sustainable development in Africa
61/269	High-level Dialogue on Interreligious and Intercultural Understanding and Cooperation for Peace
61/293	Prevention of armed conflict
61/294	Zone of peace and cooperation of the South Atlantic
63/10	Cooperation between the United Nations and the Asian-African Legal Consultative Organization
63/15	Cooperation between the United Nations and the Eurasian Economic Community
63/19	The situation in Central America: progress in fashioning a region of peace, freedom, democracy and development
63/22	Promotion of interreligious and intercultural dialogue, understanding and cooperation for peace
63/23	Promoting development through the reduction and prevention of armed violence
63/24	Cooperation between the United Nations and the Inter-Parliamentary Union
63/86	Strengthening of security and cooperation in the Mediterranean region
63/261	Strengthening the Department of Political Affairs
63/267	New Partnership for Africa's Development: progress in implementation and international support
63/308	The responsibility to protect

63/310	Cooperation between the United Nations and the African Union
64/7	International Commission against Impunity in Guatemala
64/10	Follow-up to the report of the United Nations Fact-Finding Mission on the Gaza Conflict
64/12	Support by the United Nations system of the efforts of Governments to promote and consolidate new or restored democracies
64/14	The Alliance of Civilizations
64/118	Measures to eliminate international terrorism
64/123	Observer status for the International Conference on the Great Lakes Region of Africa in the General Assembly
64/124	Observer status for the Parliamentary Assembly of the Mediterranean in the General Assembly
64/134	Proclamation of 2010 as International Year of Youth: Dialogue and Mutual Understanding
64/254	Second follow-up to the report of the United Nations Fact-Finding Mission on the Gaza Conflict
66/253 A and B	The situation in the Syrian Arab Republic
67/19	Status of Palestine in the United Nations
68/15	Peaceful settlement of the question of Palestine
68/16	Jerusalem
68/79	Palestine refugees' properties and their revenues
68/127	A world against violence and violent extremism
68/182	Situation of Human Rights in the Syrian Arab Republic
69/1	Measures to contain and combat the recent Ebola outbreak in West Africa
69/3	United Nations Mission for Ebola Emergency Response
69/8	Cooperation between the United Nations and the Central European Initiative
69/9	Cooperation between the United Nations and the League of Arab States
69/10	Cooperation between the United Nations and the Commonwealth of Independent States
69/11	Cooperation between the United Nations and the Shanghai Cooperation Organization

69/12	Cooperation between the United Nations and the Collective Security Treaty Organization
69/13	Cooperation between the United Nations and the Black Sea Economic Cooperation Organization
69/14	Cooperation between the United Nations and the Organization for the Prohibition of Chemical Weapons
69/26	African Nuclear-Weapon-Free Zone Treaty
69/74	United Nations Regional Centre for Peace and Disarmament in Africa
69/83	Cooperation between the United Nations and the Council of Europe
69/110	Cooperation between the United Nations and the Association of Southeast Asian Nations
69/111	Cooperation between the United Nations and the Economic Cooperation Organization
69/112	Cooperation between the United Nations and the Preparatory Commission for the Comprehensive Nuclear-Test-Ban Treaty Organization
69/265	Cooperation between the United Nations and the Caribbean Community
69/270	Cooperation between the United Nations and the International Organization of la Francophonie
69/277	Political declaration on strengthening cooperation between the United Nations and regional and subregional organizations
69/286	Status of internally displaced persons and refugees from Abkhazia, Georgia, and the Tskhinvali region/South Ossetia, Georgia
69/291	Implementation of the recommendations contained in the report of the Secretary-General on the causes of conflict and the promotion of durable peace and sustainable development in Africa
69/311	Cooperation between the United Nations and the Community of Portuguese-speaking Countries
69/314	Tackling illicit trafficking in wildlife
69/317	Cooperation between the United Nations and the Organization of Islamic Cooperation
69/318	Cooperation between the United Nations and the Pacific Islands Forum
69/322	Zone of peace and cooperation in the South Atlantic

70/5	Necessity of ending the economic, commercial and financial embargo imposed by the United States of America against Cuba
70/64	Regional confidence-building measures: activities of the United Nations Standing Advisory Committee on Security Questions in Central Africa
70/83	Assistance to Palestine refugees
70/84	Persons displaced as a result of the June 1967 and subsequent hostilities
70/85	Operations of the United Nations Relief and Works Agency for Palestine Refugees in the Near East
70/86	Palestine refugees' properties and their revenues
70/87	Work of the Special Committee to Investigate Israeli Practices Affecting the Human Rights of the Palestinian People and Other Arabs of the Occupied Territories
70/88	Applicability of the Geneva Convention relative to the Protection of Civilian Persons in Time of War, of 12 August 1949, to the Occupied Palestinian Territory, including East Jerusalem, and the other occupied Arab territories
70/89	Israeli settlements in the Occupied Palestinian Territory, including East Jerusalem, and the occupied Syrian Golan
70/90	Israeli practices affecting the human rights of the Palestinian people in the Occupied Palestinian Territory, including East Jerusalem
70/91	The occupied Syrian Golan
70/98	Question of Western Sahara
70/108	Assistance to the Palestinian people
70/141	The right of the Palestinian people to self-determination
70/185	Unilateral economic measures as a means of political and economic coercion against developing countries
70/225	Permanent sovereignty of the Palestinian people in the Occupied Palestinian Territory, including East Jerusalem, and of the Arab population in the occupied Syrian Golan over their natural resources
70/232	Rights of indigenous peoples
70/233	Situation of human rights in Myanmar
70/252	The role of diamonds in fuelling conflict: breaking the link between the illicit transaction of rough diamonds and armed conflict as a contribution to prevention and settlement of conflicts

Security Council resolutions/presidential statements and other documents

1196 (1998)	Importance of strengthening the effectiveness of arms embargoes in Africa
1197 (1998)	Support for regional and subregional initiatives on Africa and the strengthening of coordination between the United Nations and regional and subregional organizations in the area of conflict prevention and maintenance of peace
1208 (1998)	Maintenance of the civilian and humanitarian character of refugee camps and settlements in Africa
1209 (1998)	Stemming the illicit arms flows to and in Africa
1318 (2000)	Declaration on ensuring an effective role for the Security Council in the maintenance of international peace and security, particularly in Africa
1325 (2000)	Women and peace and security
1366 (2001)	Prevention of armed conflict
1631 (2005)	Cooperation with regional organizations in maintaining international peace and security
1645 (2005)	Post-conflict peacebuilding
1646 (2005)	Post-conflict peacebuilding
1699 (2006)	General issues related to sanctions
1810 (2008)	Non-proliferation of weapons of mass destruction
1820 (2008)	Women and peace and security
1882 (2009)	Children and armed conflict
1887 (2009)	Maintenance of international peace and security: nuclear non-proliferation and nuclear disarmament
1888 (2009)	Women and peace and security
1889 (2009)	Women and peace and security
1894 (2009)	Protection of civilians in armed conflict
1904 (2009)	Threats to international peace and security caused by terrorist acts
1907 (2009)	Peace and security in Africa
2039 (2012)	Peace consolidation in West Africa
2046 (2012)	Report of the Secretary-General on the Sudan
2048 (2012)	The situation in Guinea-Bissau

2056 (2012)	Peace and security in Africa
2092 (2013)	The situation in Guinea-Bissau
2093 (2013)	The situation in Somalia
2098 (2013)	The situation concerning the Democratic Republic of Congo
2103 (2013)	The situation in Guinea-Bissau
2118 (2013)	The situation in the Middle East
2139 (2014)	The situation in the Middle East
2145 (2014)	The situation in Afghanistan
2157 (2014)	The situation in Guinea-Bissau
2158 (2014)	The situation in Somalia
2165 (2014)	The situation in the Middle East
2171 (2013)	Maintenance of international peace and security
2203 (2015)	The situation in Guinea-Bissau
2214 (2015)	The situation in Libya
2218 (2015)	The situation concerning Western Sahara
2232 (2015)	The situation in Somalia
2238 (2015)	The situation in Libya
2242 (2015)	Women and peace and security
2245 (2015)	The situation in Somalia
2246 (2015)	The situation in Somalia
2250 (2015)	Maintenance of international peace and security
2253 (2015)	Threats to international peace and security caused by terrorist acts
2254(2015)	The situation in the Middle East
2259 (2015)	The situation in Libya
S/PRST/2011/4	Natural resource management
S/PRST/2011/18	Maintenance of international peace and security: conflict prevention
S/PRST/2011/21	Central African region
S/PRST/2012/2	Piracy in the Gulf of Guinea
S/PRST/2012/11	Arms purchase by Sierra Leone

S/PRST/2012/18	Central African region
S/PRST/2012/21	Special Court for Sierra Leone
S/PRST/2012/25	Elections in Sierra Leone
S/PRST/2012/28	Central African region
S/PRST/2013/4	Peace and security in Africa
S/PRST/2013/6	Central African region
S/PRST/2013/10	Peace and security in Africa
S/PRST/2013/12	Cooperation between the United Nations and regional and subregional organizations in maintaining international peace and security
S/PRST/2013/13	Peace consolidation in West Africa
S/PRST/2013/18	Central African region
S/PRST/2013/19	The situation in Guinea-Bissau
S/PRST/2013/20	Peace and security in Africa
S/PRST/2013/22	Peace and security in Africa
S/PRST/2014/6	The situation in Sierra Leone
S/PRST/2014/8	Central African region
S/PRST/2014/17	Peace and security in Africa
S/PRST/2014/25	Central African region
S/PRST/2015/4	Threats to international peace and security caused by terrorist acts
S/PRST/2015/12	Central African region
S/PRST/2015/14	Threats to international peace and security caused by terrorist acts
S/PRST/2015/22	Maintenance of international peace and security
S/PRST/2015/24	Peace and security in Africa
S/2013/753	Mandate of the United Nations Office for West Africa
S/2013/759	Mandate of the United Nations Office for West Africa
S/2015/554	Mandate of the United Nations Regional Office for Central Africa
S/2015/555	Mandate of the United Nations Regional Office for Central Africa
S/2015/1025	Cameroon-Nigeria Mixed Commission
S/2015/1026	Cameroon-Nigeria Mixed Commission

Subprogramme 2
Policy and mediation support

Charter of the United Nations, in particular Article 33.

General Assembly resolutions

60/1	World Summit Outcome
63/281	Climate change and its possible security implications
64/116	The rule of law at the national and international levels
64/137	Intensification of efforts to eliminate all forms of violence against women
64/223	Towards global partnerships
65/283	Strengthening the role of mediation in the peaceful settlement of disputes, conflict prevention and resolution
67/123	Comprehensive review of special political missions
68/303	Strengthening the role of mediation in the peaceful settlement of disputes, conflict prevention and resolution
70/92	Comprehensive review of special political missions

Security Council resolutions and presidential statements

1325 (2000)	Women and peace and security
1366 (2001)	Prevention of armed conflict
1631 (2005)	Cooperation with regional organizations in maintaining international peace and security
1645 (2005)	Post-conflict peacebuilding
1646 (2006)	Post-conflict peacebuilding
1820 (2008)	Women and peace and security
1888 (2009)	Women and peace and security
1889 (2009)	Women and peace and security
1894 (2009)	Protection of civilians in armed conflict
2118 (2013)	Destruction of chemical weapons in the Syrian Arab Republic
2171 (2013)	Maintenance of international peace and security
2242 (2015)	Women and peace and security
2250 (2015)	Maintenance of international peace and security
S/PRST/2011/4	Natural resource management

S/PRST/2013/12	Cooperation between the United Nations and regional and subregional organizations in maintaining international peace and security
S/PRST/2015/22	Maintenance of international peace and security

Subprogramme 3
Electoral assistance

General Assembly resolution

70/168	Strengthening the role of the United Nations in enhancing periodic and genuine elections and the promotion of democratization

Subprogramme 4
Security Council affairs

Charter of the United Nations, in particular Articles 1, 7, 12 (2), 15, 24, 28, 29, 30, 41, 45, 46, 47 and 50

General Assembly resolutions

686 (VII)	Ways and means for making the evidence of customary international law more readily available
55/222	Pattern of conferences
70/9	Pattern of conferences
70/117	Report of the Special Committee on the Charter of the United Nations and on the Strengthening of the Role of the Organization

Security Council resolutions

Resolutions and decisions pertaining to the establishment and mandates of subsidiary organs created by the Council under the terms of Article 29 of the Charter of the United Nations, including resolutions 751 (1992) and 1907 (2009), 1267 (1999) and 1989 (2011), 1373 (2001), 1518 (2003), 1521 (2003), 1533 (2004), 1540 (2004), 1572 (2004), 1591 (2005), 1636 (2005), 1718 (2006), 1737 (2006), 1970 (2011), 1988 (2011), 2048 (2012), 2127 (2013), 2140 (2014), 2206 (2015) and 2253 (2015).

Subprogramme 5
Decolonization

General Assembly resolutions

1514 (XV)	Declaration on the Granting of Independence to Colonial Countries and Peoples
1541 (XV)	Principles which should guide Members in determining whether or not an obligation exists to transmit the information called for under Article 73 *e* of the Charter

1654 (XVI)	The situation with regard to the implementation of the Declaration on the Granting of Independence to Colonial Countries and Peoples
2621 (XXV)	Programme of action for the full implementation of the Declaration on the Granting of Independence to Colonial Countries and Peoples
58/316	Further measures for the revitalization of the work of the General Assembly (annex, sect. D, para. 4 (b), Question of the Falkland Islands (Malvinas))
65/119	Third International Decade for the Eradication of Colonialism
68/95 A and B	Questions of American Samoa, Anguilla, Bermuda, the British Virgin Islands, the Cayman Islands, Guam, Montserrat, Pitcairn, Saint Helena, the Turks and Caicos Islands and the United States Virgin Islands
70/94	Information from Non-Self-Governing Territories transmitted under Article 73 *e* of the Charter of the United Nations
70/95	Economic and other activities which affect the interests of the peoples of the Non-Self-Governing Territories
70/96	Implementation of the Declaration on the Granting of Independence to Colonial Countries and Peoples by the specialized agencies and the international institutions associated with the United Nations
70/97	Offers by Member States of study and training facilities for inhabitants of Non-Self-Governing Territories
70/98	Question of Western Sahara
70/99	Question of New Caledonia
70/100	Question of French Polynesia
70/101	Question of Tokelau
70/102 A and B	Questions of American Samoa, Anguilla, Bermuda, the British Virgin Islands, the Cayman Islands, Guam, Montserrat, Pitcairn, Saint Helena, the Turks and Caicos Islands and the United States Virgin Islands
	A. General
	B. Individual territories
70/103	Dissemination of information on decolonization
70/231	Implementation of the Declaration on the Granting of Independence to Colonial Countries and Peoples

Subprogramme 6
Question of Palestine

General Assembly resolutions

3376 (XXX)	Question of Palestine
32/40 B	Question of Palestine
34/65 D	Question of Palestine
38/58 B	Question of Palestine
46/74 B	Question of Palestine
64/16	Committee on the Exercise of the Inalienable Rights of the Palestinian People
64/17	Division for Palestinian Rights of the Secretariat
70/15	Peaceful settlement of the question of Palestine

Subprogramme 7
Counter-Terrorism Implementation Task Force

General Assembly resolution

60/288	The United Nations Global Counter-Terrorism Strategy
64/235	Institutionalization of the Counter-Terrorism Implementation Task Force
66/10	United Nations Counter-Terrorism Centre
68/276	The United Nations Global Counter-Terrorism Strategy Review
70/254	Secretary-General's Plan of Action to Prevent Violent Extremism

Subprogramme 8
Office of the United Nations Special Coordinator for the Middle East Peace Process

General Assembly resolutions

49/88	Middle East peace process
68/15	Peaceful settlement of the question of Palestine
68/17	The Syrian Golan
68/84	The occupied Syrian Golan
68/100	Assistance to the Palestinian people

Subprogramme 9
Peacebuilding Support Office

General Assembly resolutions

60/180	The Peacebuilding Commission
60/261	Election of seven members of the Organizational Committee of the Peacebuilding Commission
60/287	The Peacebuilding Fund
62/245	Special subjects relating to the programme budget for the biennium 2008-2009 (sect. II: Financing of field missions of the Peacebuilding Commission)
63/282	The Peacebuilding Fund

Security Council resolutions

1645 (2005)	Post-conflict peacebuilding
1646 (2005)	Post-conflict peacebuilding
1947 (2010)	Post-conflict peacebuilding
2250 (2015)	Maintenance of international peace and security

Subprogramme 10
United Nations Register of Damage Caused by the Construction of the Wall in the Occupied Palestinian Territory

General Assembly resolution

ES-10/17	Establishment of the United Nations Register of Damage Caused by the Construction of the Wall in the Occupied Palestinian Territory

Subprogramme 11
United Nations Office to the African Union

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52/220	Questions relating to the proposed programme budget for the biennium 1998-1999
60/268	Support account for peacekeeping operations
64/288	Financing of the United Nations Office to the African Union
65/274	Cooperation between the United Nations and the African Union
67/302	Cooperation between the United Nations and the African Union

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1744 (2007)	The situation in Somalia
1769 (2007)	Reports of the Secretary-General on the Sudan
1772 (2007)	The situation in Somalia
1863 (2009)	The situation in Somalia
2033 (2012)	Cooperation between the United Nations and regional and subregional organizations in maintaining international peace and security
2167 (2014)	United Nations peacekeeping operations